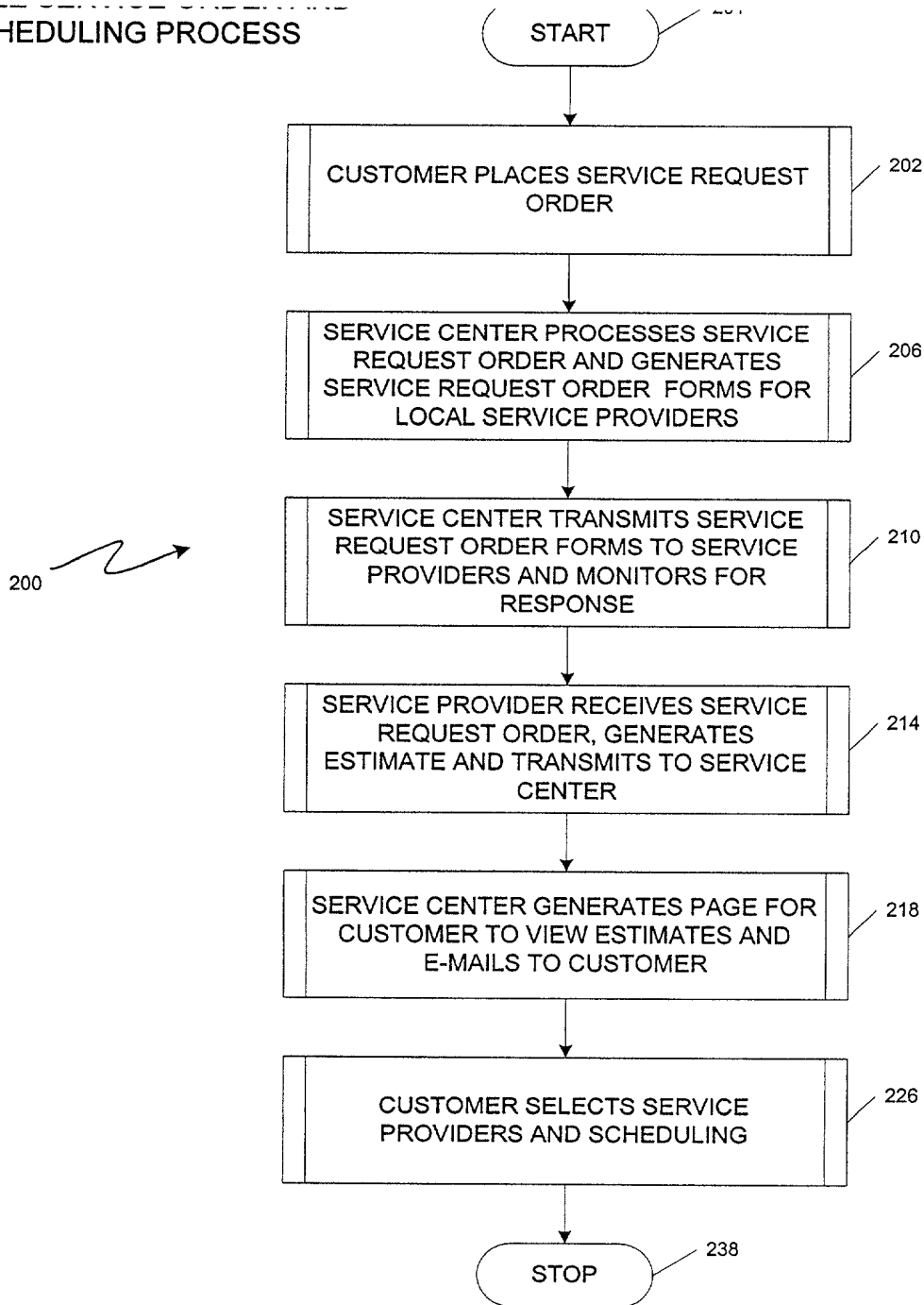


FIG. 1
SYSTEM DIAGRAM

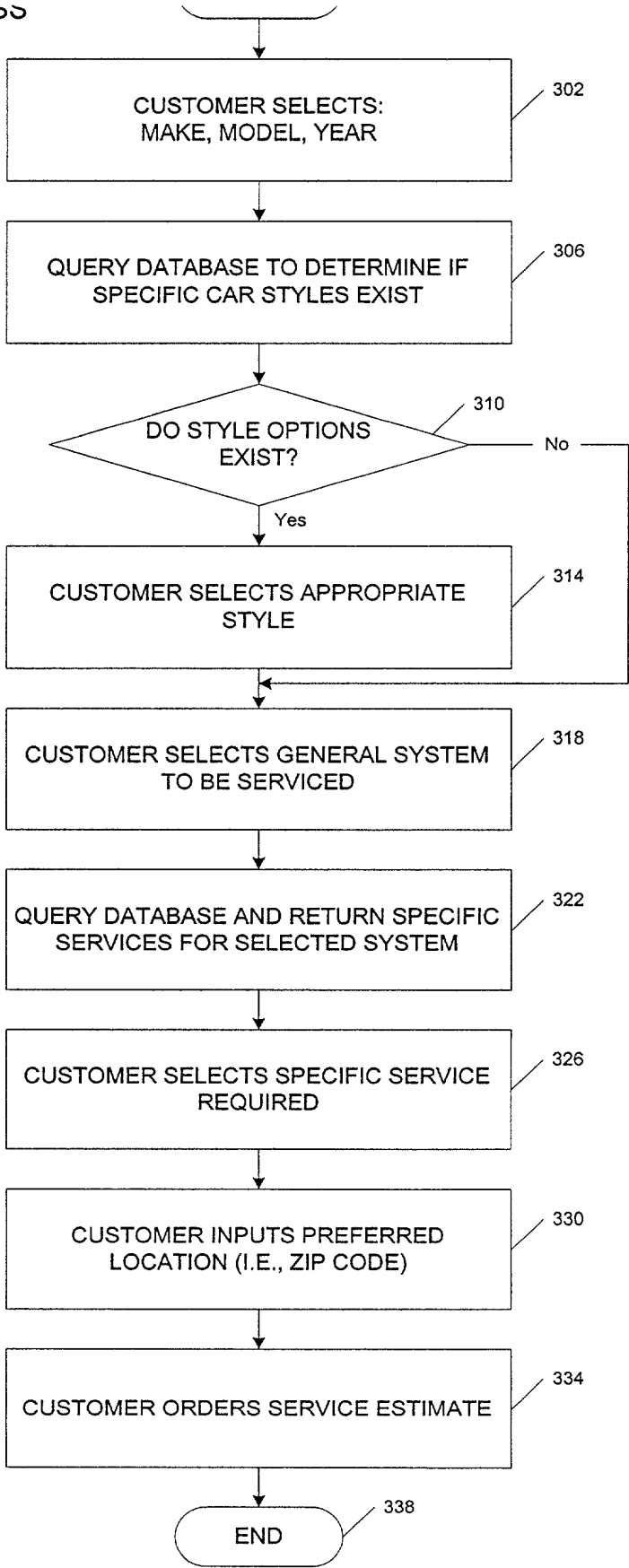
SCHEDULING PROCESS



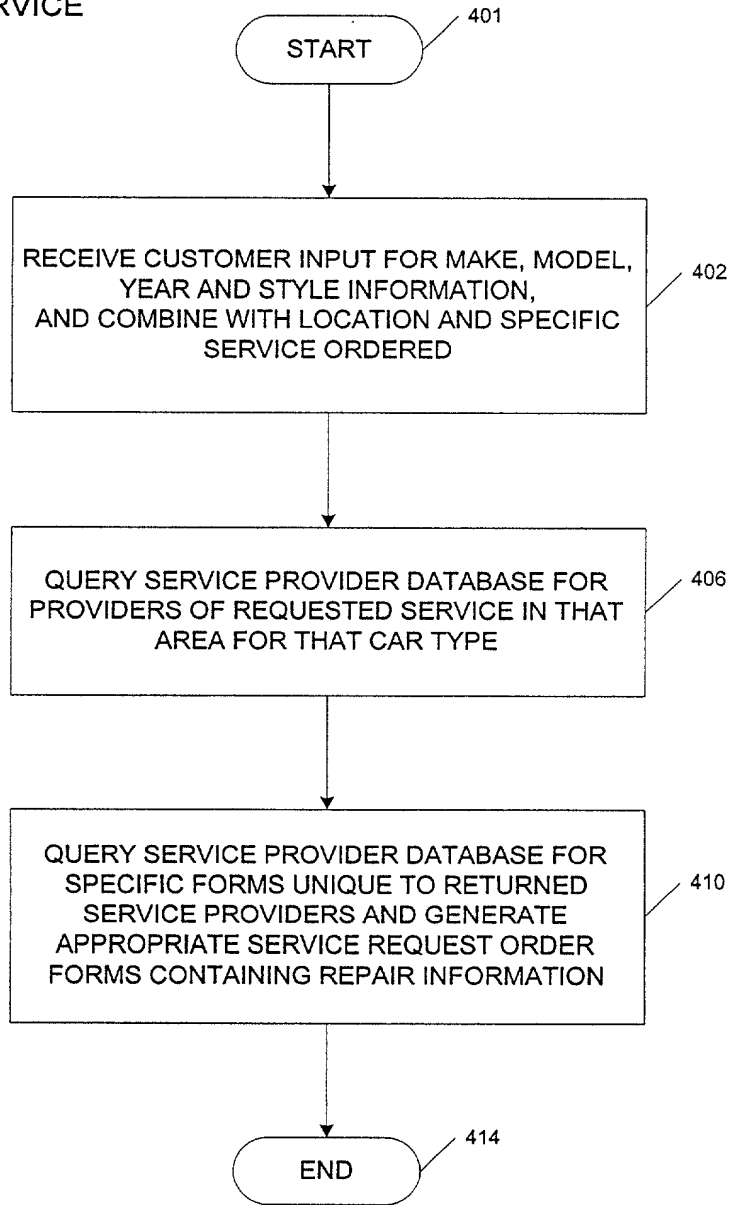
REQUEST ORDER: PROCESS

202

202



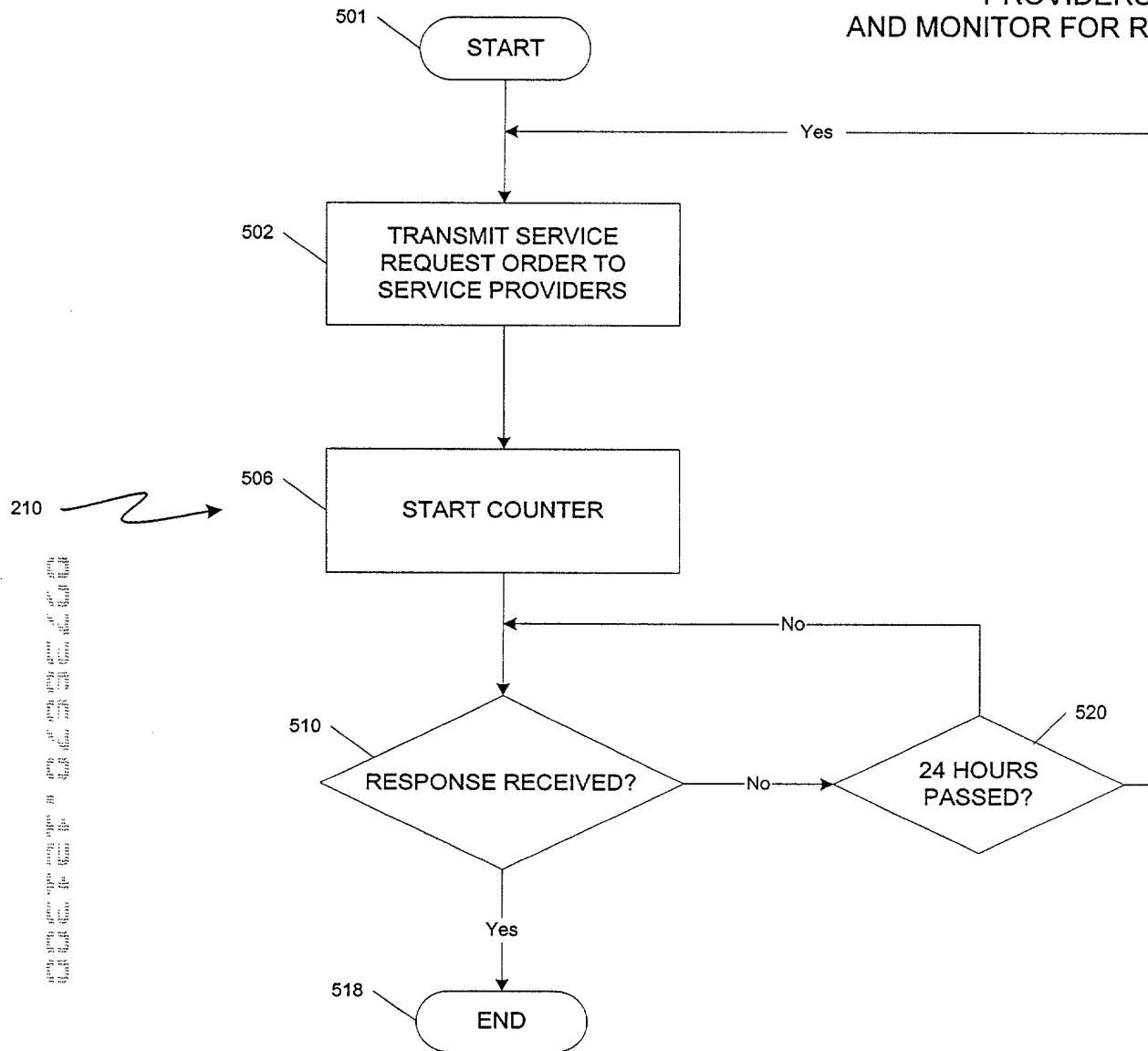
ORDER AND GENERATE
SERVICE REQUEST ORDER
FORMS FOR LOCAL SERVICE
PROVIDERS



206

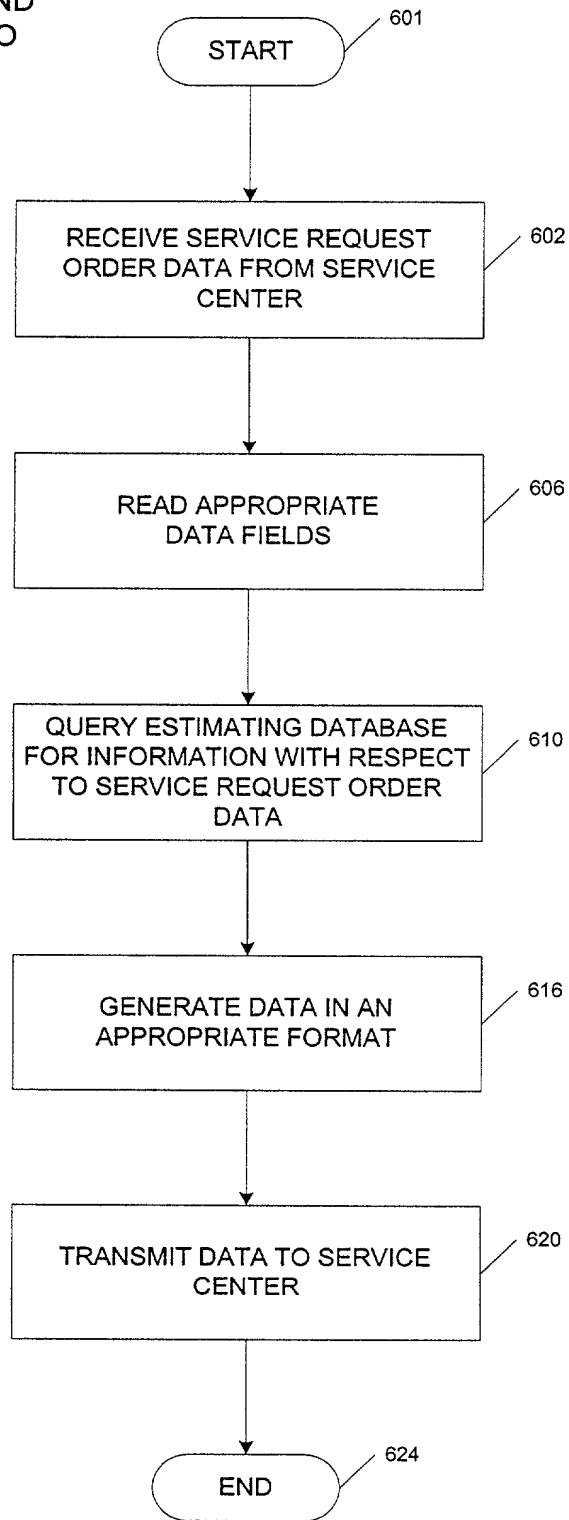
→

ORDER FORMS TO SERVICE
PROVIDERS
AND MONITOR FOR RESPONSE



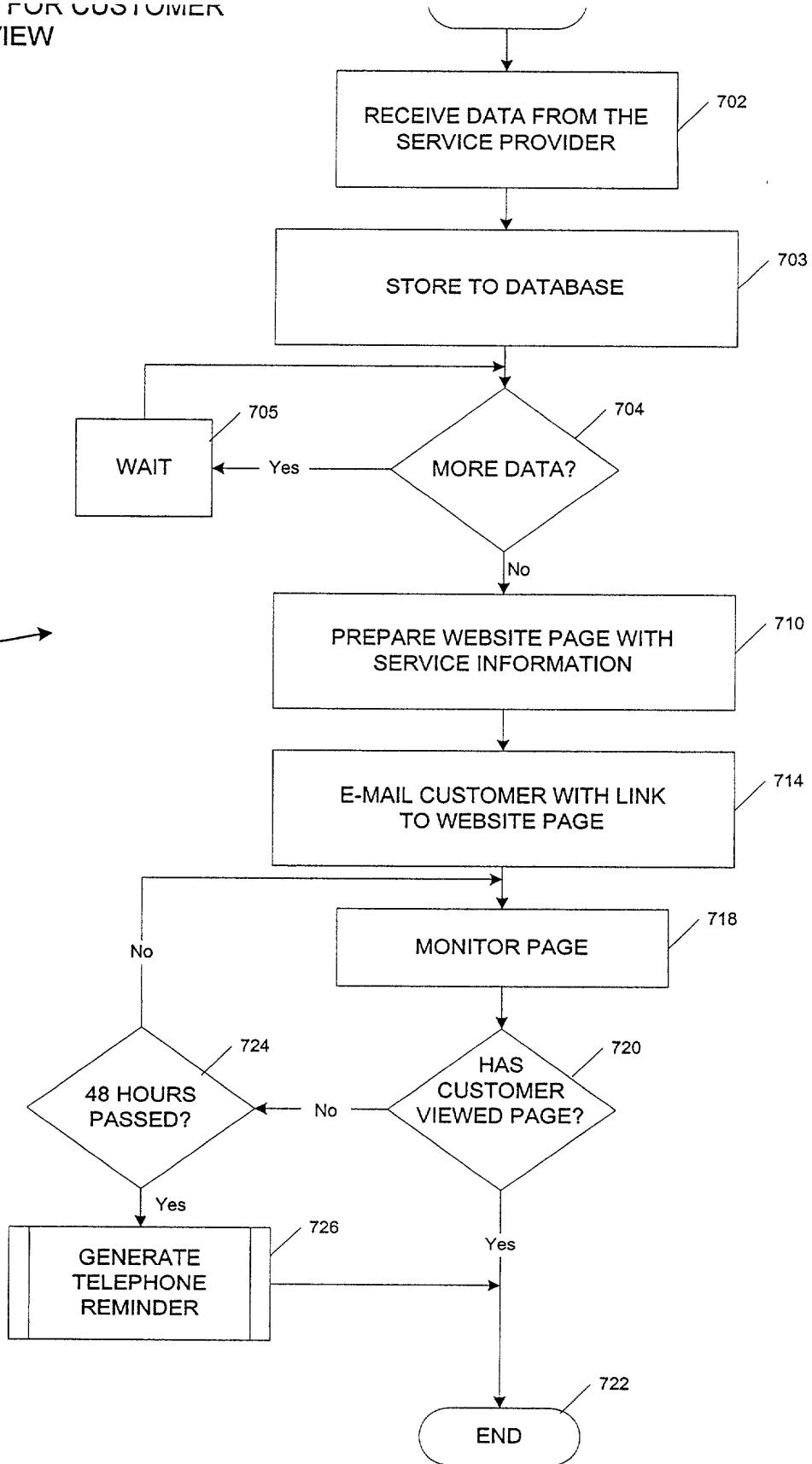
SERVICE REQUEST ORDER,
GENERATES ESTIMATE AND
TRANSMITS ESTIMATE TO
SERVICE CENTER

214

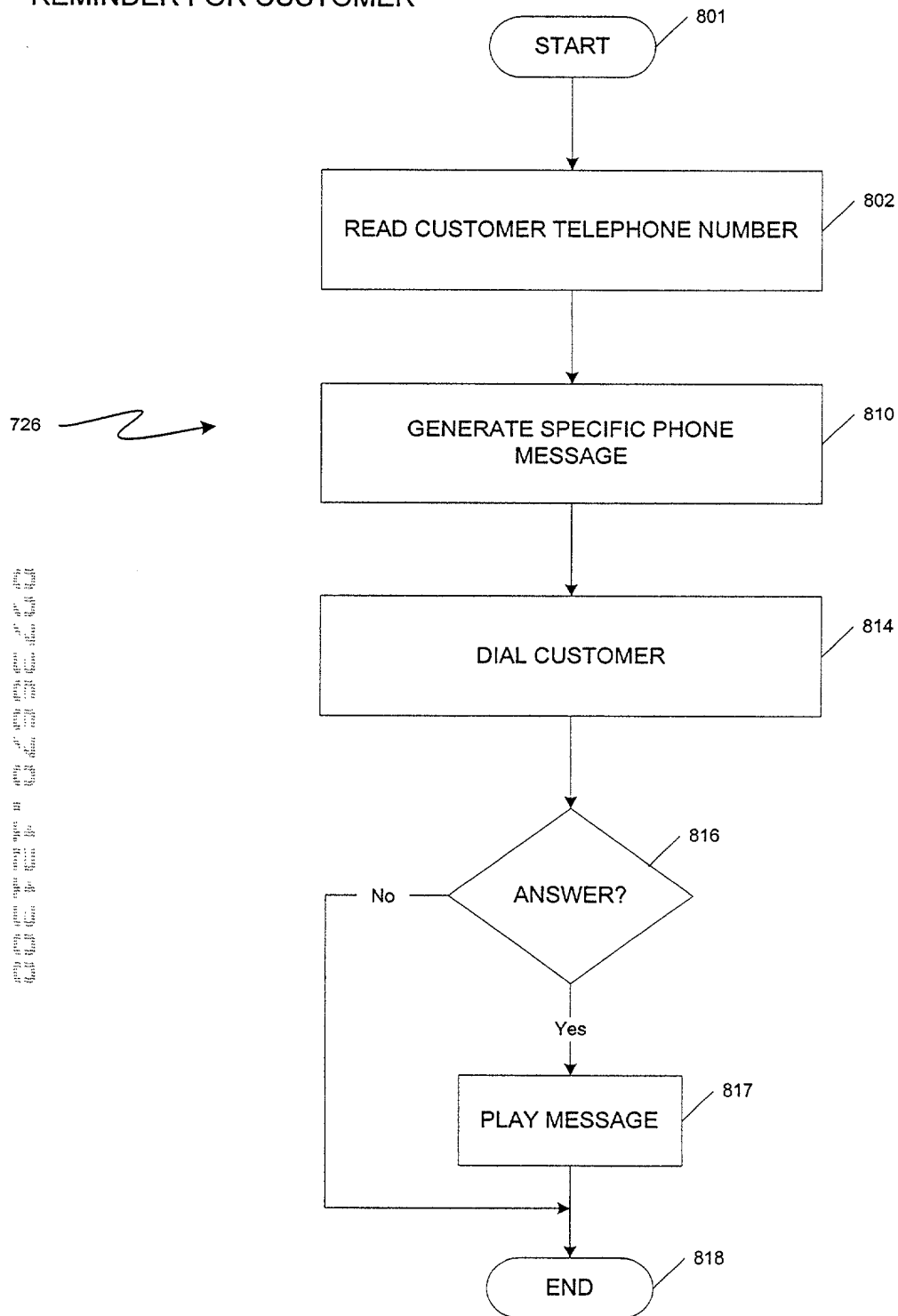


GENERATE PAGE FOR CUSTOMER
TO VIEW

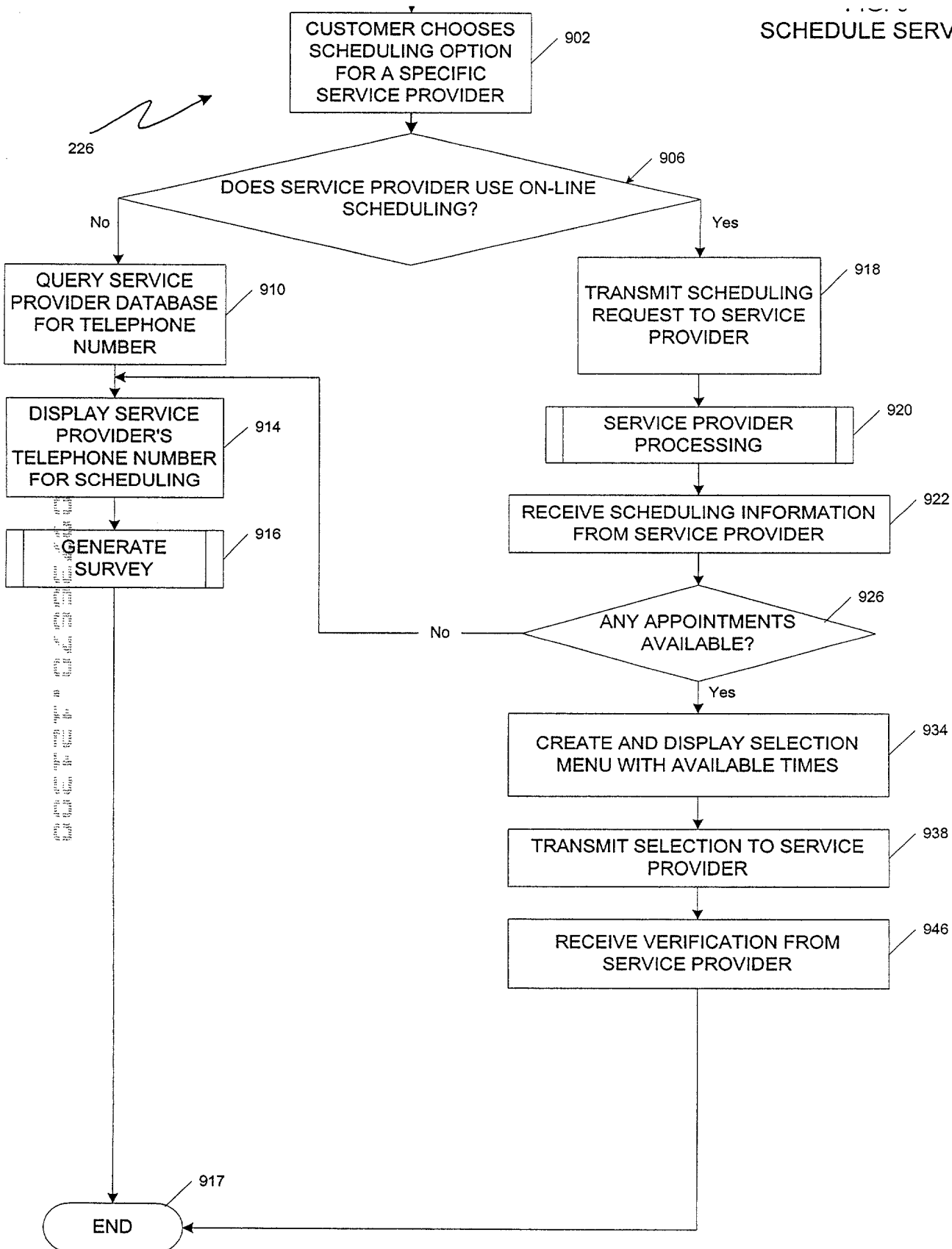
218



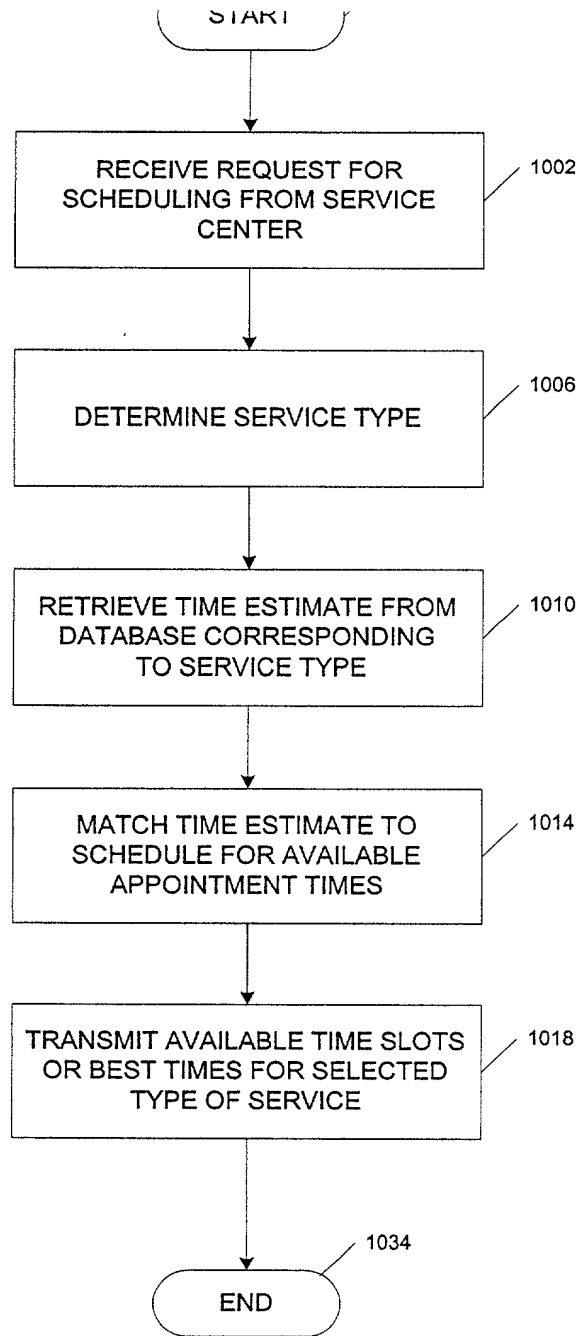
REMINDER FOR CUSTOMER



SCHEDULE SERVICE



920



CUSTOMER SATISFACTION SURVEY

